

## CLAIMS

What is claimed is:

1           1.       An issue tracking system, comprising:

2                   a centralized server operable to transmit a graphical user interface for  
3 tracking project issues over a network;

4                   a database coupled to the centralized server operable to provide the  
5 graphical user interface to the centralized server, the database being further operable  
6 to track at least one issue related to a topic, to provide access through the centralized  
7 server to a plurality of users responsible for resolving said at least one issue, and to  
8 provide a storage option for a user to upload data formats which the user determines  
9 would be inefficient to manually enter using a format associated with the graphical  
10 user interface.

1           2.       The system of claim 1, wherein the server is operable to communicate  
2 using a hypertext markup language.

1           3.       The system of claim 1, wherein the centralized server is further  
2 operable to notify a responsible user when an issue is updated.

1           4.       The system of claim 3, wherein the centralized server is operable to  
2 notify the responsible user via electronic mail when an issue is updated.

1           5.       The system of claim 1, wherein the database has a table devoted to  
2 keeping track of at least one topic.

1           6.       The system of claim 5, wherein the database has a table devoted to  
2 keeping track of at least one issue associated with said at least one topic.

1           7.       The system of claim 6, wherein each of said at least one issue  
2 comprises a description of the issue, a status associated with said at least one issue,  
3 and a sponsor associated with said at least one issue.

1           8.       The system of claim 7, wherein each of said at least one issue  
2 comprises a priority rating associated with said at least one issue.

1           9.       The system of claim 6, wherein the database has a table devoted to  
2 keeping track of at least one step associated with said at least one issue.

1           10.      The system of claim 9, wherein each of said at least one step associated  
2 with said at least one issue comprises a description of a step related to the resolution  
3 of said at least one issue.

1           11.      The system of claim 5, wherein the database also maintains a list of  
2 persons responsible for a topic.

1           12.      The system of claim 1, further comprising:  
2                   a network operable to transmit information stored in the database to a  
3 plurality of users.

1           13.     The system of claim 12, further comprising:  
2                     a personal computer coupled to the network and having a browser  
3     operable to view the information received from the database via the network.

1           14.     The system of claim 1, wherein the database is further operable to store  
2     issues that have been closed by a responsible user, and transmit information about the  
3     closed issue upon receiving a request for the information.

1           15.     The system of claim 1, wherein the storage option is used for  
2     uploading a legacy spreadsheet file.

1           16.     The system of claim 1, wherein the storage option is used for  
2     uploading a legacy database file.

1           17.     A method of tracking project issues, comprising the steps of:  
2                     storing a project in a standardized format on a centralized database;  
3                     adding an issue associated with the project to the centralized database;  
4     and  
5                     enabling users to add at least one step taken to resolve the issue to the  
6     centralized database;  
7                     providing an option to a user to upload a data file which is in a data  
8     format which the user determines would be inefficient to convert to the standardized  
9     format.

1           18.     The method of claim 17, further comprising the step of:  
2                     closing the issue upon resolution.

1           19.     The method of claim 18, wherein the issue is closed after a responsible  
2     user sends a request to close the issue to a system administrator associated with the  
3     database.

1           20.     The method of claim 17, further comprising:  
2                     adding an issue description to the centralized database.

1           21.     The method of claim 20, wherein the issue description includes a  
2     status, a priority rating, and a sponsor.

1           22.     The method of claim 17, further comprising:  
2                     adding a step description to the centralized database.

1           23.    The method of claim 17, further comprising:  
2                   receiving a request from a user for the issue and said at least one step;  
3       and  
4                   providing the issue and said at least one step to a user.

1           24.    The method of claim 23, wherein the issue and said at least one step  
2       are provided using hypertext transfer protocol via a network.

1           25.    The method of claim 23, further comprising the steps of:  
2                   receiving a request from the user for all issues related to the project;  
3       and  
4                   providing all issues associated with the project.

1           26.    The method of claim 25, further comprising the step of:  
2                   providing all issues associated with a project in a user sortable format  
3       based on an issue number associated with each issue, a status associated with each  
4       issue, a priority rating associated with each issue, a classification associated with each  
5       issue, and a sponsor associated with each issue.

1           27.    The method of claim 17, further comprising the steps of:  
2                   receiving a request from a user to add a step to an issue;  
3                   adding the step to the centralized database; and  
4                   linking the step to the issue in the centralized database.

1           28.    The method of claim 27, further comprising the step of:  
2                   storing a list comprising a plurality of responsible users for a project.

1           29.    The method of claim 28, further comprising the step of:  
2                   notifying the plurality of responsible users when an issue has been  
3    updated or closed.

1           30.     A computer readable medium having a program for tracking project  
2 issues, the program operable to perform the steps of:  
3                 storing a project on a centralized database;  
4                 adding an issue associated with the project to the centralized database;  
5     and  
6                 enabling users to add at least one step taken to resolve the issue to the  
7 centralized database;  
8                 providing an option to a user to upload a data file which is in a data  
9 format which the user determines would be inefficient to convert to the standardized  
10 format.

1           31.     The computer readable medium of claim 30, the program further  
2 operable to perform the steps of:  
3                 closing the issue upon resolution.

1           32.     The computer readable medium of claim 31, wherein the issue is  
2 closed after a responsible user sends a request to close the issue to a system  
3 administrator associated with the database.

1           33.     The computer readable medium of claim 30, the program further  
2 operable to perform the steps of:  
3                 adding an issue description to the centralized database.

1           34.     The computer readable medium of claim 33, wherein the issue  
2 description includes a status, a priority rating, and a sponsor.

1           35.     The computer readable medium of claim 30, the program further  
2 operable to perform the steps of:  
3                 adding a step description to the centralized database.

1           36.     The computer readable medium of claim 30, the program further  
2 operable to perform the steps of:  
3                 receiving a request from a user for the issue and said at least one step;  
4 and  
5                 providing the issue and said at least one step to a user.

1           37.     The computer readable medium of claim 36, wherein the issue and said  
2 at least one step are provided using hypertext transfer protocol via a network.

1           38.     The computer readable medium of claim 36, the program further  
2 operable to perform the steps of:  
3                 receiving a request from the user for all issues related to the project;  
4 and  
5                 providing all issues associated with the project.

1           39.     The computer readable medium of claim 38, the program further  
2 operable to perform the steps of:  
3                 providing all issues associated with a project in a user sortable format  
4 based on an issue number associated with each issue, a status associated with each  
5 issue, a priority rating associated with each issue, a classification associated with each  
6 issue, and a sponsor associated with each issue.



1           40.     The computer readable medium of claim 30, the program further  
2 operable to perform the steps of:

3                   receiving a request from a user to add a step to an issue;

4                   adding the step to the centralized database; and

5                   linking the step to the issue in the centralized database.

1           41.     The computer readable medium of claim 40, the program further  
2 operable to perform the steps of:

3                   storing a list comprising a plurality of responsible users for a project.

1           42.     The computer readable medium of claim 41, the program further  
2 operable to perform the steps of:

3                   notifying the plurality of responsible users when an issue has been  
4 updated or closed.